

Member's Rights & Responsibilities

- To be treated with dignity & respect
- To have privacy of records
- To take part in decisions of care
- To have treatment plans explained
- To help set up the plan
- To make changes in the plan
- To choose your provider from a provider list
- To change your provider
- To make a complaint or file a grievance concerning services
- To see your medical records and talk to your provider about them

Additional Rights & Responsibilities are in the VBH/PA Members Handbook

www.vbh-pa.com

Value Behavioral Health
Member's Line

Toll-free 1-866-404-4561

Family Advocate

Lenore Collupy

Services are **FREE** and
CONFIDENTIAL!

Do you need the services of a
Family Advocate?
Call CCR/Center for Community
Resources

Toll Free: 1-866-642-3202

**Family Advocate
Lenore Collupy**

**E-mail: lcollupy@swsix.com
www.sbhm.org**



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Child and Adolescent Mental Health Services

How May a Family Advocate Help?

- Assist parents/caregivers through the Managed Care process
- Ensure an understanding of HealthChoices members' rights and responsibilities
- Help address concerns about care, treatment and services
- Assist families with provider concerns or issues
- Help resolve problems and seek solutions
- Explain complaint and grievance procedures
- Support families and advocate for children through the complaint and grievance process
- Being a voice through participation in parent and family forums and the Managed Care Quality Management Committee

The CASSP Principles (Child & Adolescent Service System Program) should encompass the mental health care that children and families receive. These principles are:

Child-centered: Services meet the individual needs of the child, consider the child's and family's context, and are developmentally appropriate, strengths-based, and child specific.

Family-focused: Services recognize that the family is the primary support system for the child and participates as a full partner in all stages of the decision-making and treatment planning process.

Community based: Whenever possible, services are delivered in the child's home community, drawing on formal and informal resources to promote the child's successful participation in the community.

Multi-system: Services are planned in collaboration with all the child-serving systems involved in a child's life.

Culturally competent: Services recognize and respect the behavior, ideas, attitudes, values, beliefs, customs, language, rituals, ceremonies, practices, and characteristics of the child's cultural group.

Least restrictive/least intrusive: Services take place in settings that are the least restrictive and intrusive available to meet the needs of the child and family.

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